

# MLTI Refresh – Return Process

*Learn about how the MLTI Refresh Return Process works.*

**Once you’ve opted in, here’s what happens next:**

<b>Step 1</b>	Go to the Asset Tracker module in Asset Manager and download the tab delimited report. Ship year is listed on the far right. Devices that were shipped in 2013 must be returned.
<b>Step 2</b>	For schools with fewer than 100 devices, boxes with pre-paid shipping labels will be sent to your school to facilitate your return. Using the boxes and shipping labels provided, package the devices for return and ship to the remarketer. For schools with 100 or more devices, a complimentary pick-up may be available.
<b>Step 3</b>	Remarketer will either receive (if shipped) or pick up the returned devices.
<b>Step 4</b>	An audit of the returned devices will be performed by the remarketer and the results of the audit will be shared with your school and the Maine Department of Education.
<b>Step 5</b>	If the remarketer determines in its sole discretion that any of the returned devices are not in good working order, your school will be billed and responsible for the payment of up to \$237 per primary student seat, \$257 per primary teacher seat and \$313 per alternate seat. For reference, a guide of the factors considered by the remarketer in determining the condition of the returned devices follows.

Good working order	Working – poor condition	Non-working
<ul style="list-style-type: none"> <li>Unit is in like new/good cosmetic condition</li> <li>Device does not contain display/screen issues</li> <li>Minor wear or stress markings</li> <li>Light surface scratches</li> <li>Devices contain no major corner dents, top casing dents, or bottom casing dents</li> <li>All components are functional and working.</li> </ul>	<ul style="list-style-type: none"> <li>Heavy wear markings</li> <li>Dented corners, dented/scratched bottom casing</li> <li>Product contains noticeable LCD blemishes, and multiple dead pixels</li> <li>Major scratches and stress markings</li> <li>Scratches near audio ports, power ports and USB ports</li> <li>All components are functional and working.</li> </ul>	<ul style="list-style-type: none"> <li>Device is non-functioning</li> <li>Device will not power on</li> <li>Device is broken</li> </ul>

Defect	Definition	Minor Defect	Major Defect
Screen Scratch/ Keyboard Mark	A Score Mark on Screen Surface	Not Visible During Use	Visible During Use
Screen Bad Pixel	An unresponsive pixel	A singular bad pixel	A grouping of bad pixels
Screen Pressure Mark	A discolored area of the LCD panel caused by pressure	Visible on grey background and does not exceed 1/4" at widest diameter	Visible on any background of exceeds 1/4" at widest diameter
Cracked Screen	A split or break along screen	Any crack in the screen is considered a major defect	Any crack in the screen is considered a major defect
Corner Dent	Any corner deformation/impression	Does not exceed 1/4" at widest diameter.	Exceeds 1/4" at widest diameter
Surface Dent	Any surface deformation/impression	Does not exceed 1/4" at widest diameter	Exceeds 1/2" at widest diameter
Nick	Singular deformations/impressions along seams/edges	Does not expose bare metal of chassis	Exposes bare metal of chassis
Gouge	Deformations/Impressions along seams/edges that result in sharp edges that require reworking for safety	Does not expose bare metal of chassis	Exposes bare metal of chassis
Wear	Erosion of finish on surface or edges with no textural distortion	Does not expose bare metal of chassis	Exposes bare metal of chassis
Scratch	Surface score or mark	Light/superficial- Does not cause surface deformation around scratch	Deep/Severe- Causes deformation or indention along scratch

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